

# VA Modernization



## A Modern VA is a Stronger VA

Enabling delivery of timely service and benefits to Choose VA

### Modernization is all about...

- ▶ **Achieving VA's Mission...**  
To care for those who shall have borne the battle, and for their families and their survivors
- ▶ **Living our Values...**  
Demonstrating daily the I CARE values of Integrity, Commitment, Advocacy, Respect, Excellence
- ▶ **Responding to Calls for Action...**  
Delivering the care and services that every Veteran deserves, every VA employee supports, and every citizen expects

### How Modernization is Building a Stronger VA Today

Modernization focuses on fixing Veterans immediate needs while addressing systematic issues through:

- ▶ **Systems Modernization**—VA is designing, developing and delivering services that are right for every Veteran, every time.
- ▶ **Customer Service**—VA is equipping its employees with the information, tools, and skills they need to deliver and improve the Veteran experience.
- ▶ **Reorganization**—VA is realigning its people and resources to empower its employees to more effectively serve Veterans.

### Modernization is Empowering Key Stakeholders to Choose VA



Veterans will Choose VA because we provide the **highest quality of care and services**.



Employees will Choose VA because it is the **best place to work**.



Taxpayers/citizens will Choose VA because we are **mission focused** and are **leaders in our field**.

# MODERNIZATION ACTION, IMPACT AND FUTURE

## Modernization in Action – Digital Customer Service Tools

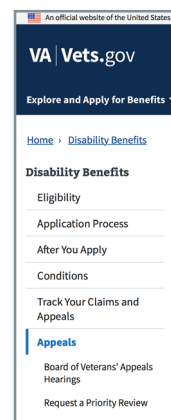
### Appeals Transparency Tools for VETERANS

- ▶ Veterans are able to access and monitor the current status of their appeal, anything they need to do next, and how long it will take.
- ▶ Over 19,500 visits since inception on March 21, 2018.



### Your IT Desktop Application for EMPLOYEES

- ▶ Your IT provides a personal and customizable portal from which employees can open tickets, request services, access self-service solutions, and communicate with IT staff.
- ▶ On the first day of rollout, 49% of employees opted to use Your IT rather than calling in.



## Modernization Impacts

CURRENT	Appeals Modernization means meeting the needs of Veterans	<ul style="list-style-type: none"><li>▶ <b>Shortening</b> the time to resolution</li><li>▶ By using the Rapid Appeals Modernization Program wait time reduces to an average of <b>44 days for a Decision</b></li></ul>
	Digital Modernization means making it easier for Veterans to work with VA	<ul style="list-style-type: none"><li>▶ Expanded use of VA's online scheduling tool <b>by 286%</b></li><li>▶ Modernized applications for GI Bill Statement of Benefits resulting in <b>17% increase</b></li></ul>
	Telehealth Modernization means better access for Veterans to healthcare providers anywhere	<ul style="list-style-type: none"><li>▶ <b>Moves care closer to Veterans</b>, including to their homes</li><li>▶ <b>Over two million episodes of care</b> delivered for 50 specialties with 90% satisfaction</li></ul>
FUTURE	Electronic Health Record Modernization means VA is doing business differently	<ul style="list-style-type: none"><li>▶ <b>Seamless interoperability</b> with DoD and public healthcare providers</li><li>▶ From 130 varied systems to a <b>single integrated platform</b></li></ul>
	Human Resources Modernization means finding and employing the strongest talent for VA	<ul style="list-style-type: none"><li>▶ Quickly hiring the <b>Right People with the Right Skills</b> to better serve Veterans with emphasis on critical positions</li><li>▶ Building <b>integrated HR capabilities</b> to sustain agile and efficient operations to optimize service to Veterans</li></ul>

Join us today to help support VA and make it stronger to serve our Veterans.  
With your help every Veteran can count on VA's steady commitment to Modernization.